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Replacement Sheet

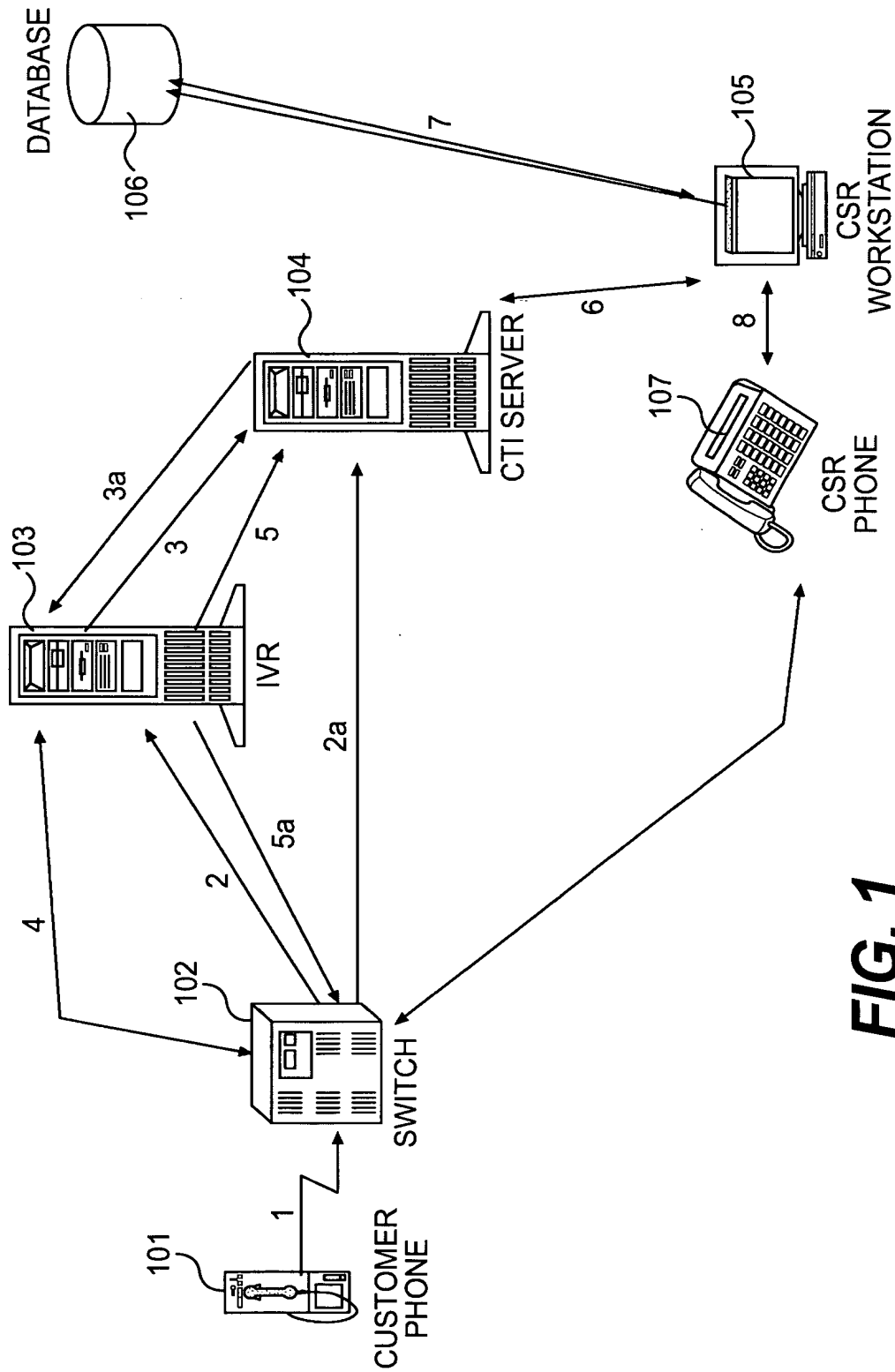


FIG. 1

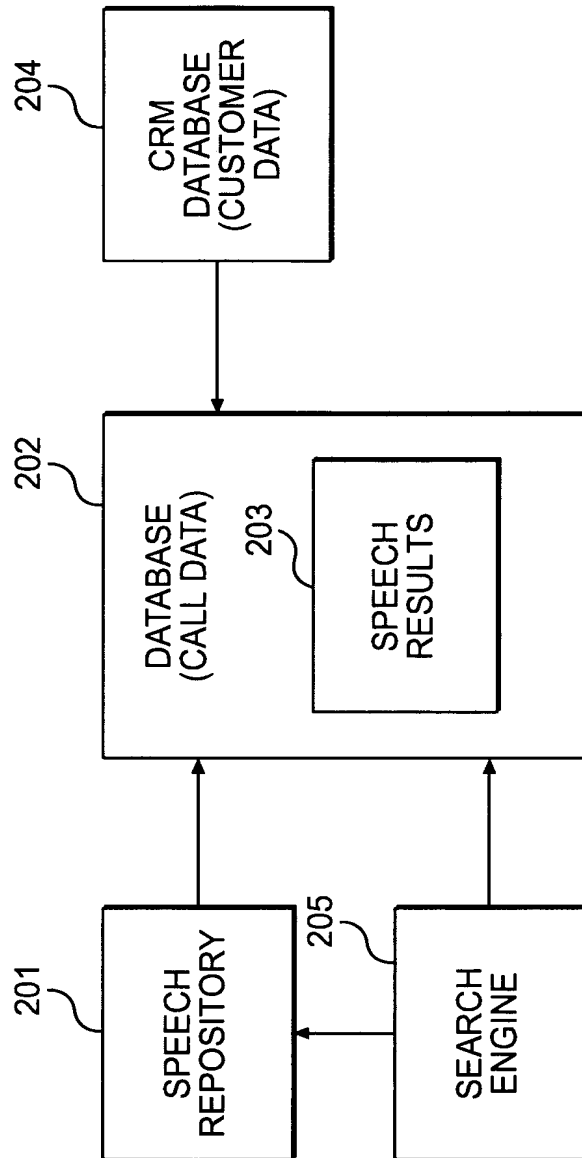
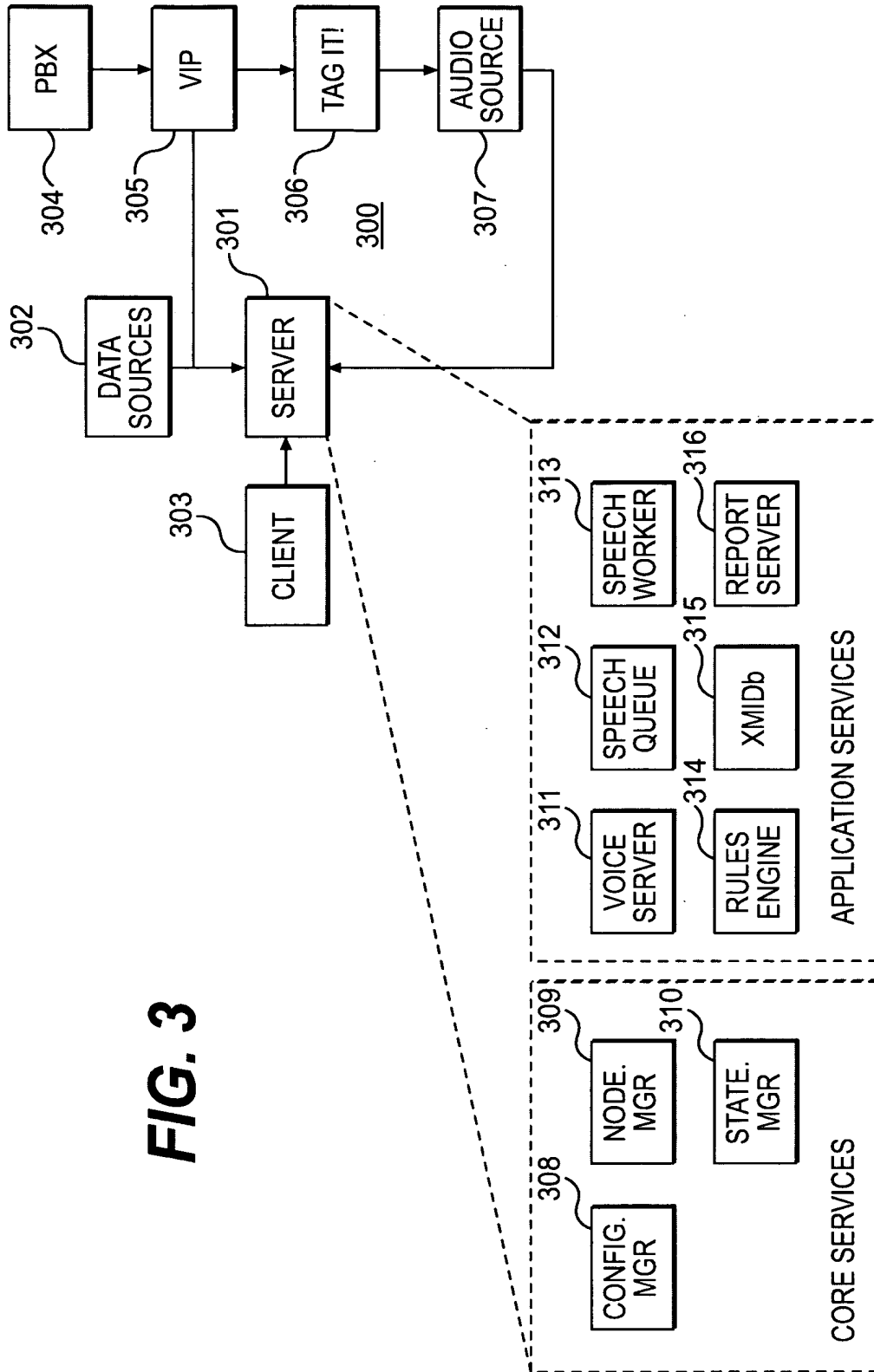


FIG. 2

FIG. 3



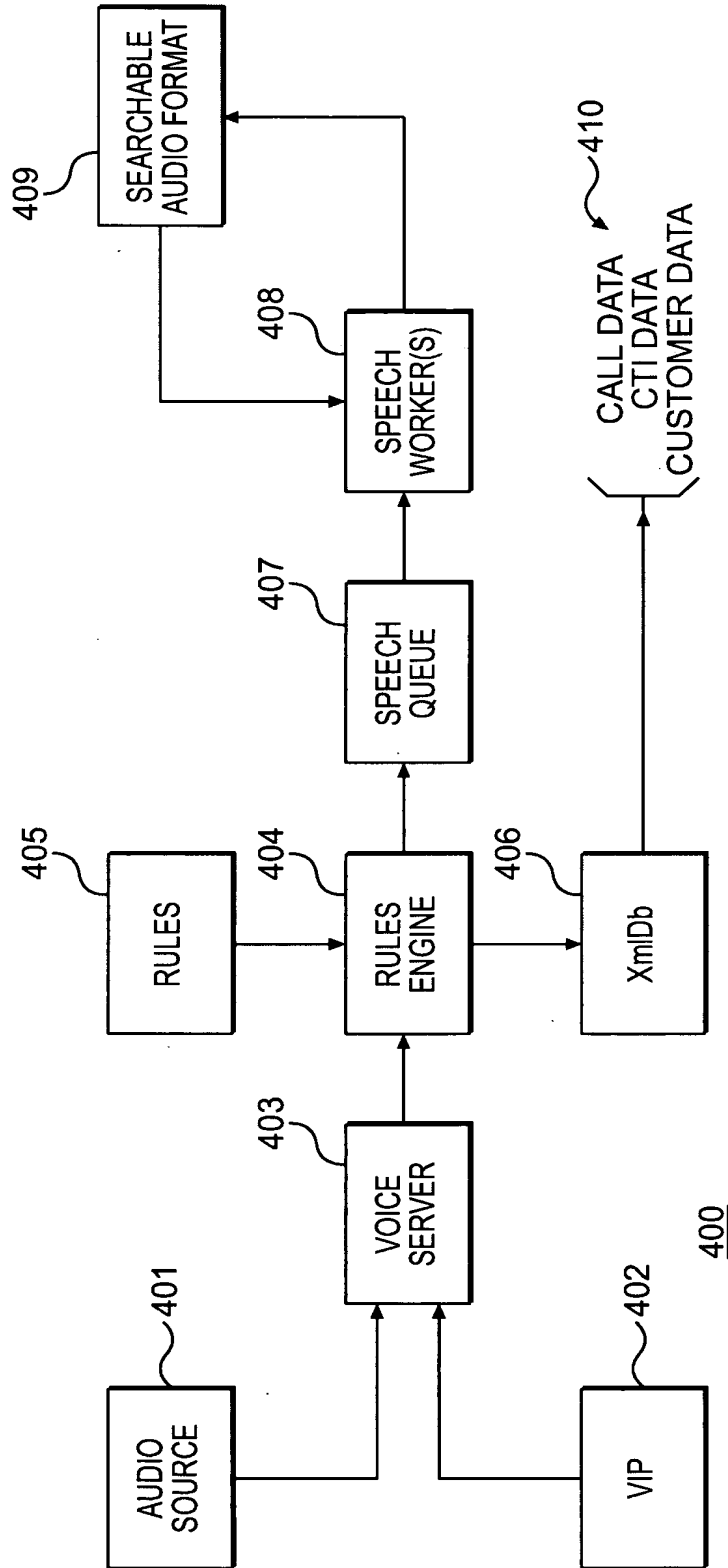


FIG. 4

Replacement Sheet

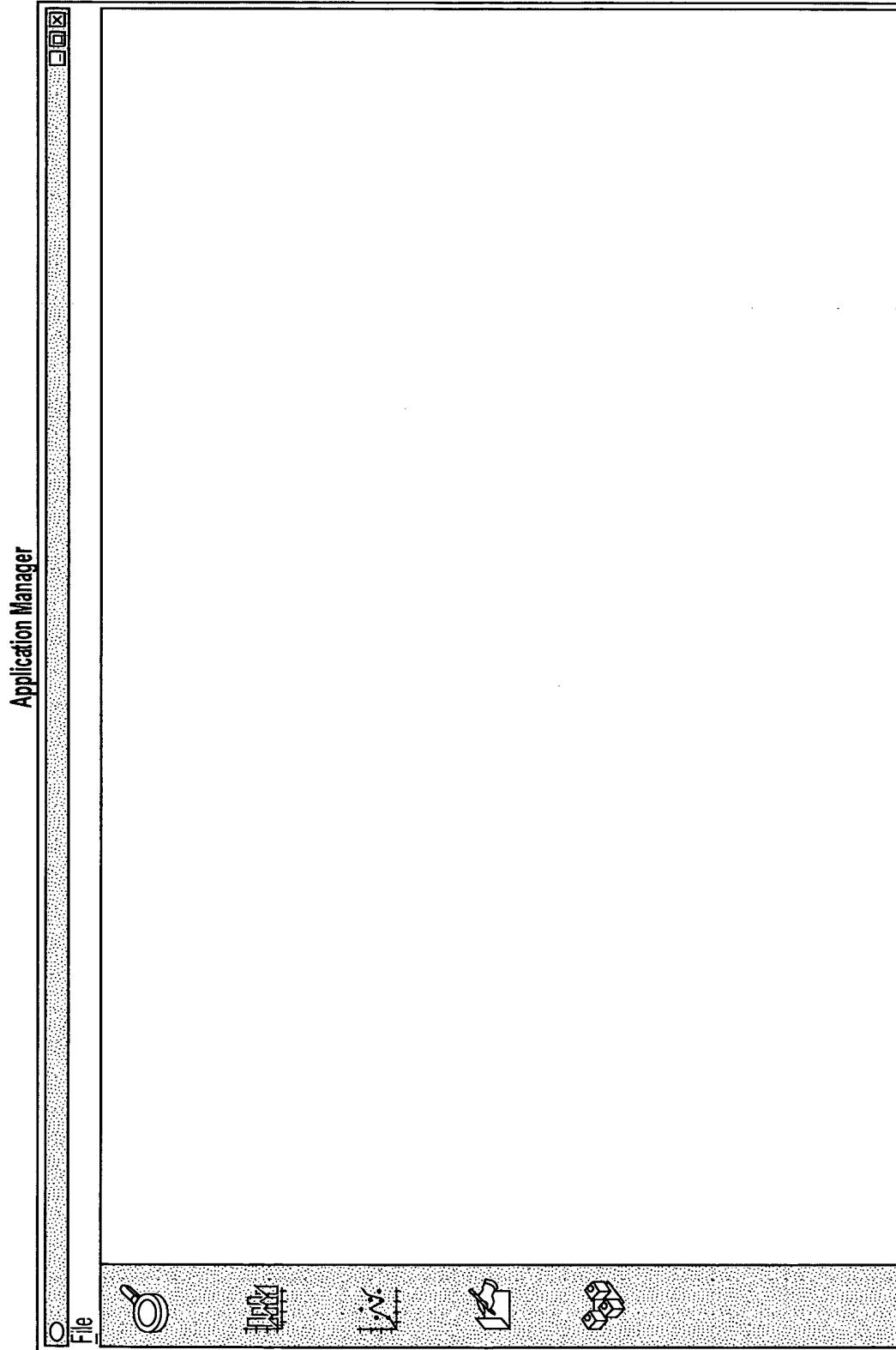


FIG. 5

SpotIt! Speech Browser					
Info and Alerts:					
Call ID	Recorder ID	Channel	Time	Priority	Text
△ 157688	logger@10.2.100.195	4121	3/13/2002 10:52:34 AM	2	You said: Manager
△ 157616	logger@10.2.100.195	4121	3/12/2002 9:23:15 PM	1	You said: Tabby Cat
△ 157616	logger@10.2.100.195	4121	3/12/2002 9:23:14 PM	2	You said: Manager
△ 157615	logger@10.2.100.195	4121	3/12/2002 9:22:31 PM	2	You said: Manager
○ 157614	logger@10.2.100.195	4121	3/12/2002 9:15:25 PM	1	You said: Tabby Cat
○ 157613	logger@10.2.100.195	4121	3/12/2002 9:14:43 PM	1	You said: Tabby Cat
○ 157611	logger@10.2.100.195	4121	3/12/2002 9:13:47 PM	3	You said: Engineer
<					
Call History: (4736 calls)					
Call ID	Recorder ID	Channel	Start Time	End Time	State
△ 157688	logger@10.2.100.195	4121	3/13/2002 10:49:13 AM	3/13/2002 10:49:32 AM	Monitored
△ 157671	logger@10.2.100.195	4132	3/13/2002 5:21:18 AM	3/13/2002 5:22:05 AM	
△ 157669	logger@10.2.100.195	4132	3/13/2002 4:46:56 AM	3/13/2002 5:21:18 AM	
△ 157667	logger@10.2.100.195	4132	3/13/2002 4:05:29 AM	3/13/2002 4:46:52 AM	
△ 157666	logger@10.2.100.195	4132	3/13/2002 4:02:19 AM	3/13/2002 4:05:29 AM	
△ 157665	logger@10.2.100.195	4132	3/13/2002 3:56:27 AM	3/13/2002 4:02:17 AM	
△ 157663	logger@10.2.100.195	4132	3/13/2002 3:27:49 AM	3/13/2002 3:56:26 AM	
<					
Speech Results					
Call ID	Recorder ID	Score	Offset	Phrase	
△ 157688	logger@10.2.100.195	0.805966	00 00 05 48	manager	
△ 157616	logger@10.2.100.195	0.826256	00 00 08 38	tabby cat	
△ 157616	logger@10.2.100.195	0.8682	00 00 07 82	manager	
△ 157615	logger@10.2.100.195	0.824312	00 00 07 55	manager	
△ 157614	logger@10.2.100.195	0.866054	00 00 09 72	tabby cat	
△ 157613	logger@10.2.100.195	0.969665	00 00 10 26	tabby cat	
<					

Data: 0k ☐ Online ☐ Busy

FIG. 6

Replacement Sheet

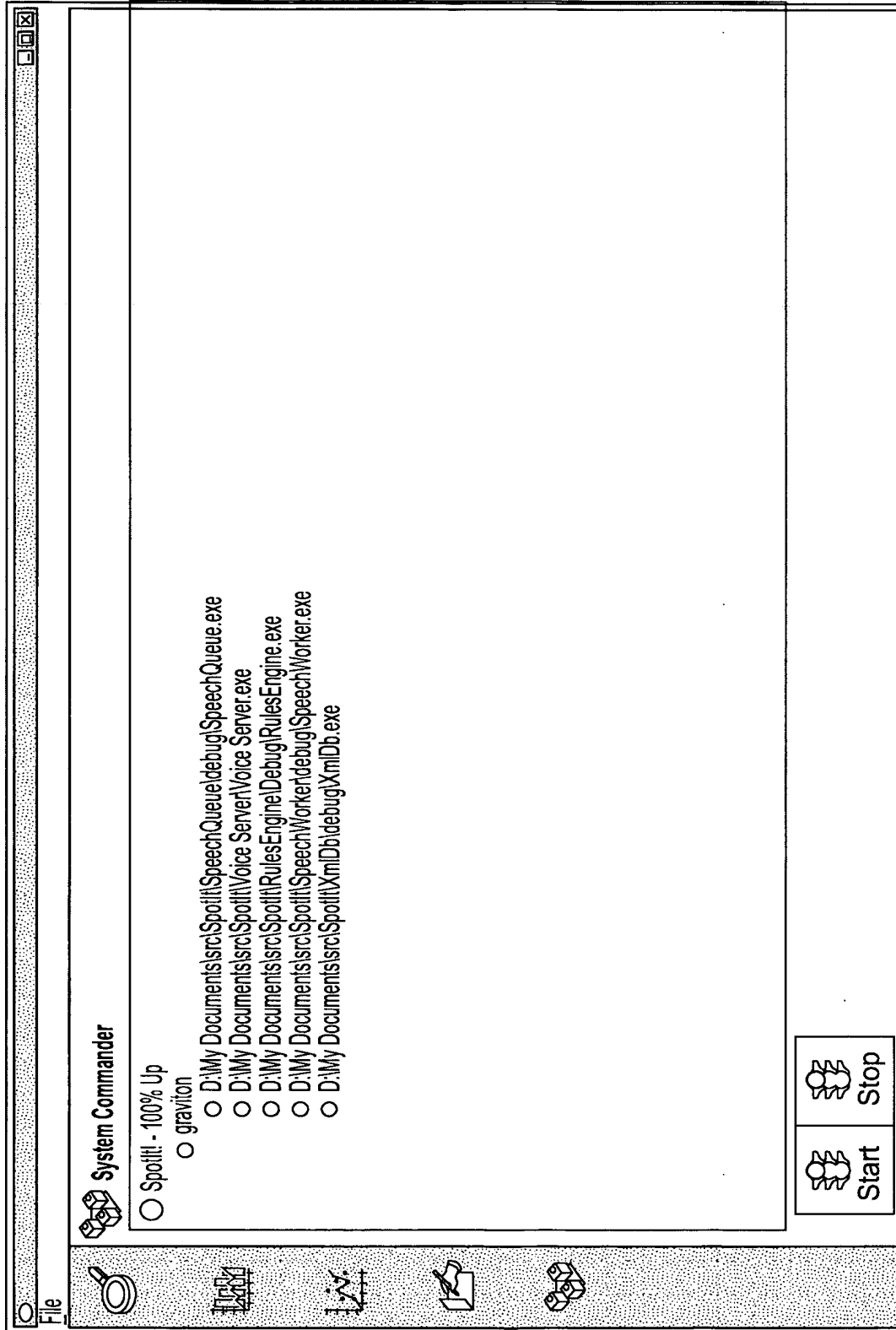


FIG. 7

Replacement Sheet

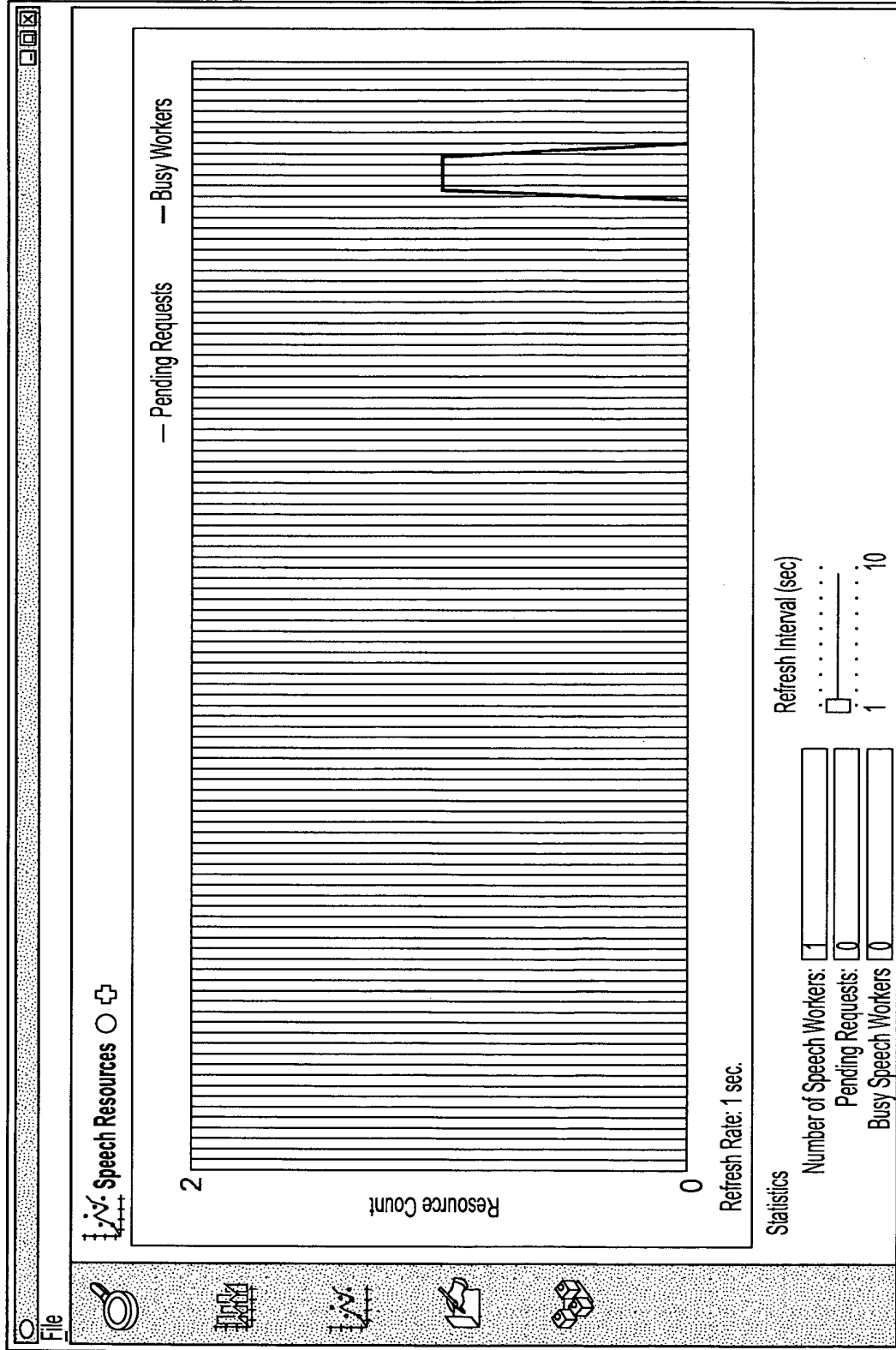


FIG. 8

Replacement Sheet

SpotIt! Speech Browser																					
Info and Alerts:	Call ID	Recorder ID	Channel Time Priority Text																		
Speech																					
<div>Simple Advanced</div> <p>Spoken phrase to search for: test call</p>																					
<p>Calls:</p> <div> <input type="radio"/> All <input checked="" type="radio"/> In the last <input type="radio"/> Starts on: <input type="radio"/> Starts after: <input checked="" type="radio"/> Starts before </div> <div> <div>1</div> <div>Weeks</div> </div> <div> <div>3/13/2002</div> <div>12:50:59 PM</div> </div> <div> <div>3/13/2002</div> <div>12:50:59 PM</div> </div> <div> <div>3/13/2002</div> <div></div> </div>																					
<p>Monitored:</p> <div> <input checked="" type="checkbox"/> Monitored Calls <input type="checkbox"/> Unmonitored Calls </div> <div>0% Complete</div> <div>Close Search</div>																					
<table border="1"> <thead> <tr> <th>Call ID</th> <th>Recorder ID</th> <th>Channel</th> <th>Time</th> <th>Priority</th> <th>Text</th> </tr> </thead> <tbody> <tr> <td>157616</td> <td>logger@10.2.100.195</td> <td>0.8682</td> <td>00.00:07.82</td> <td></td> <td>manager</td> </tr> <tr> <td>157615</td> <td>logger@10.2.100.195</td> <td>0.824312</td> <td>00.00:07.55</td> <td></td> <td>manager</td> </tr> </tbody> </table>				Call ID	Recorder ID	Channel	Time	Priority	Text	157616	logger@10.2.100.195	0.8682	00.00:07.82		manager	157615	logger@10.2.100.195	0.824312	00.00:07.55		manager
Call ID	Recorder ID	Channel	Time	Priority	Text																
157616	logger@10.2.100.195	0.8682	00.00:07.82		manager																
157615	logger@10.2.100.195	0.824312	00.00:07.55		manager																

Live Events
Data:
Online ☐ Busy ☐

951

Replacement Sheet

[illegible]

FIG. 10

Replacement Sheet

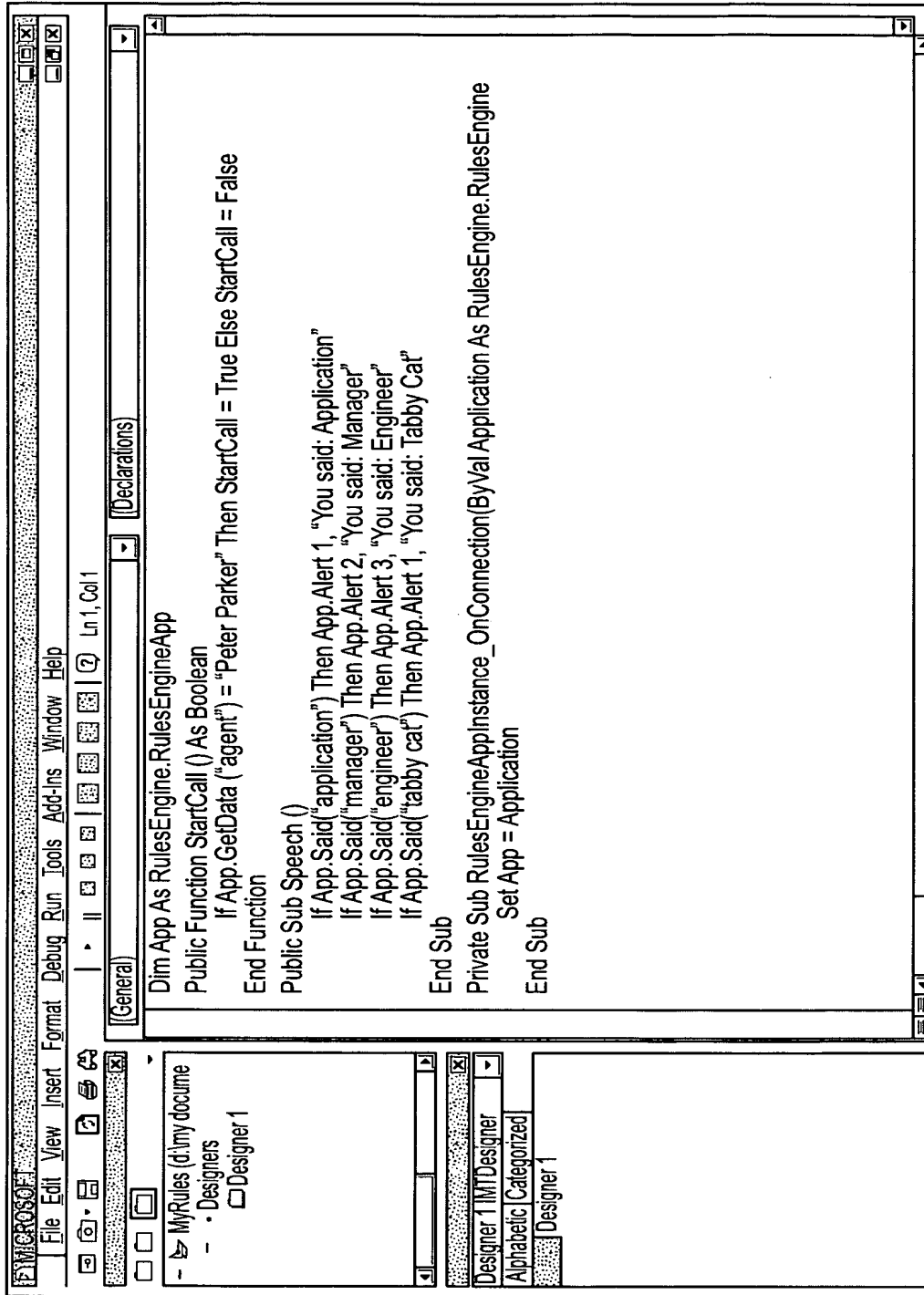


FIG. 11

Replacement Sheet

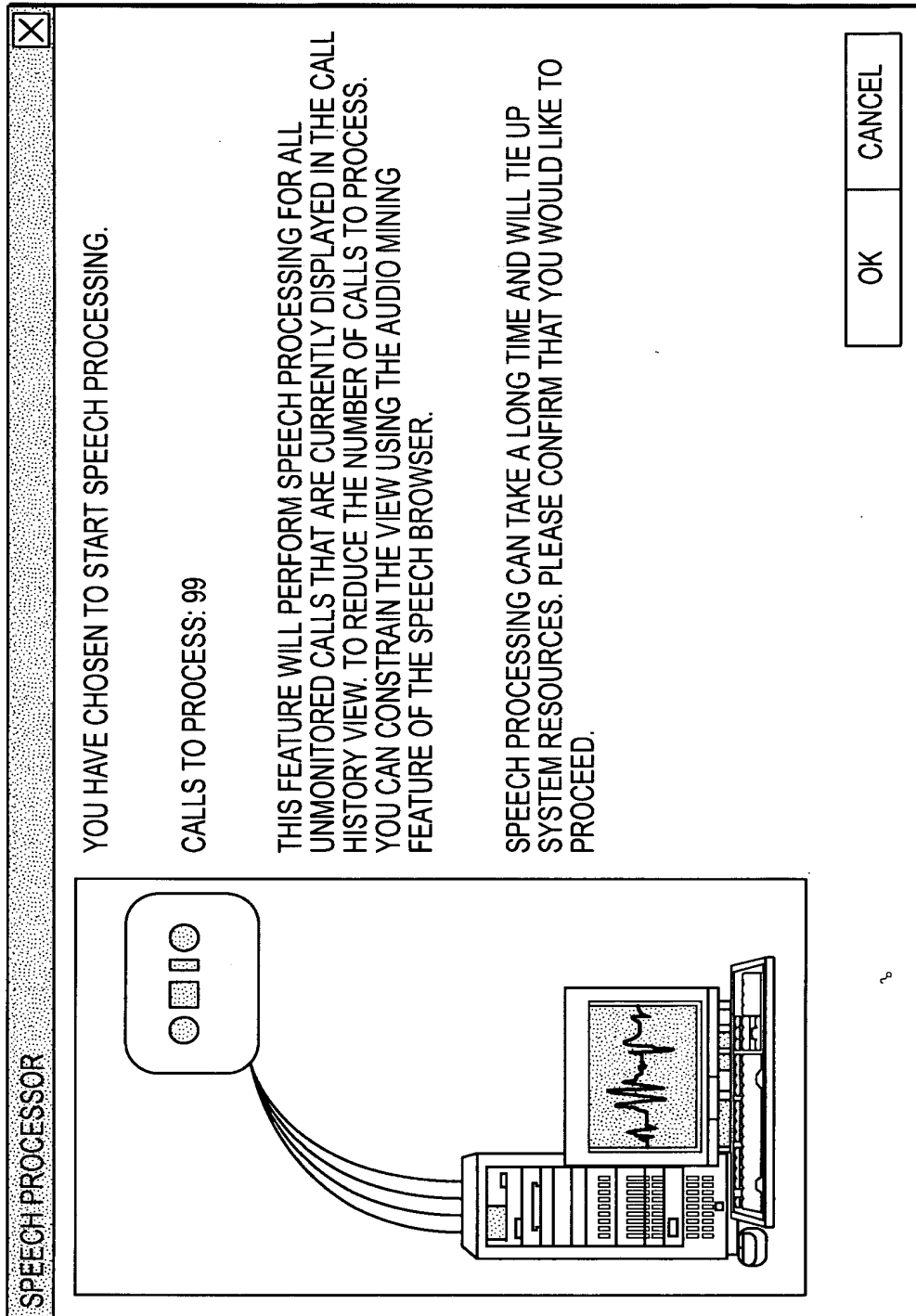


FIG. 12

Replacement Sheet

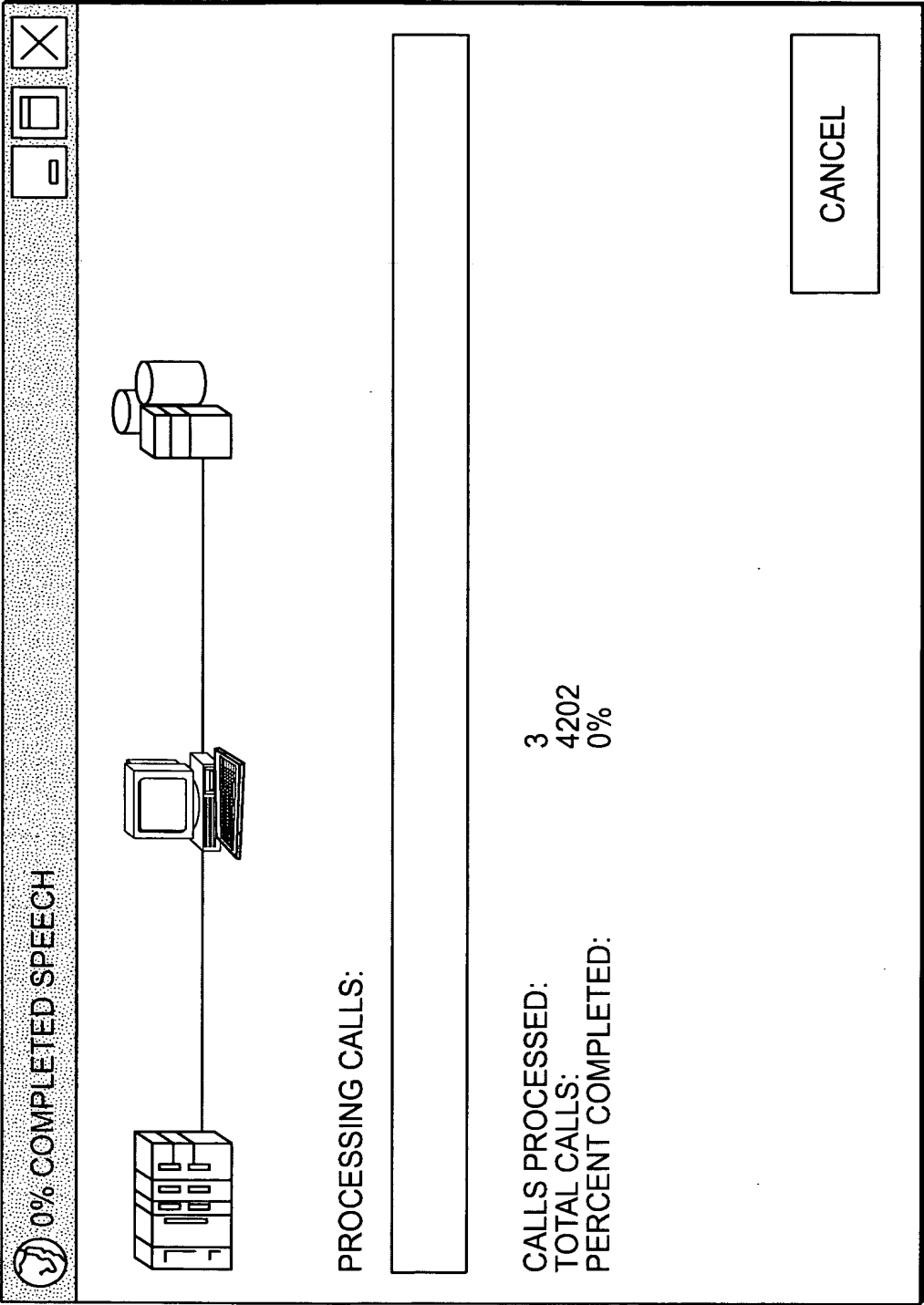


FIG. 13

Replacement Sheet

File

SpotIt! Speech Statistics

Setup View

1 Select the channels:

4121
4132
4133
4134
4131

2 Select the statistics:

application
engineer
manager
tabbycat
totalcalls
testlong
testdouble
testtext
testtool

3 Select the frequency:

Refresh Interval:

5
sec.

OK

FIG. 14

Replacement Sheet

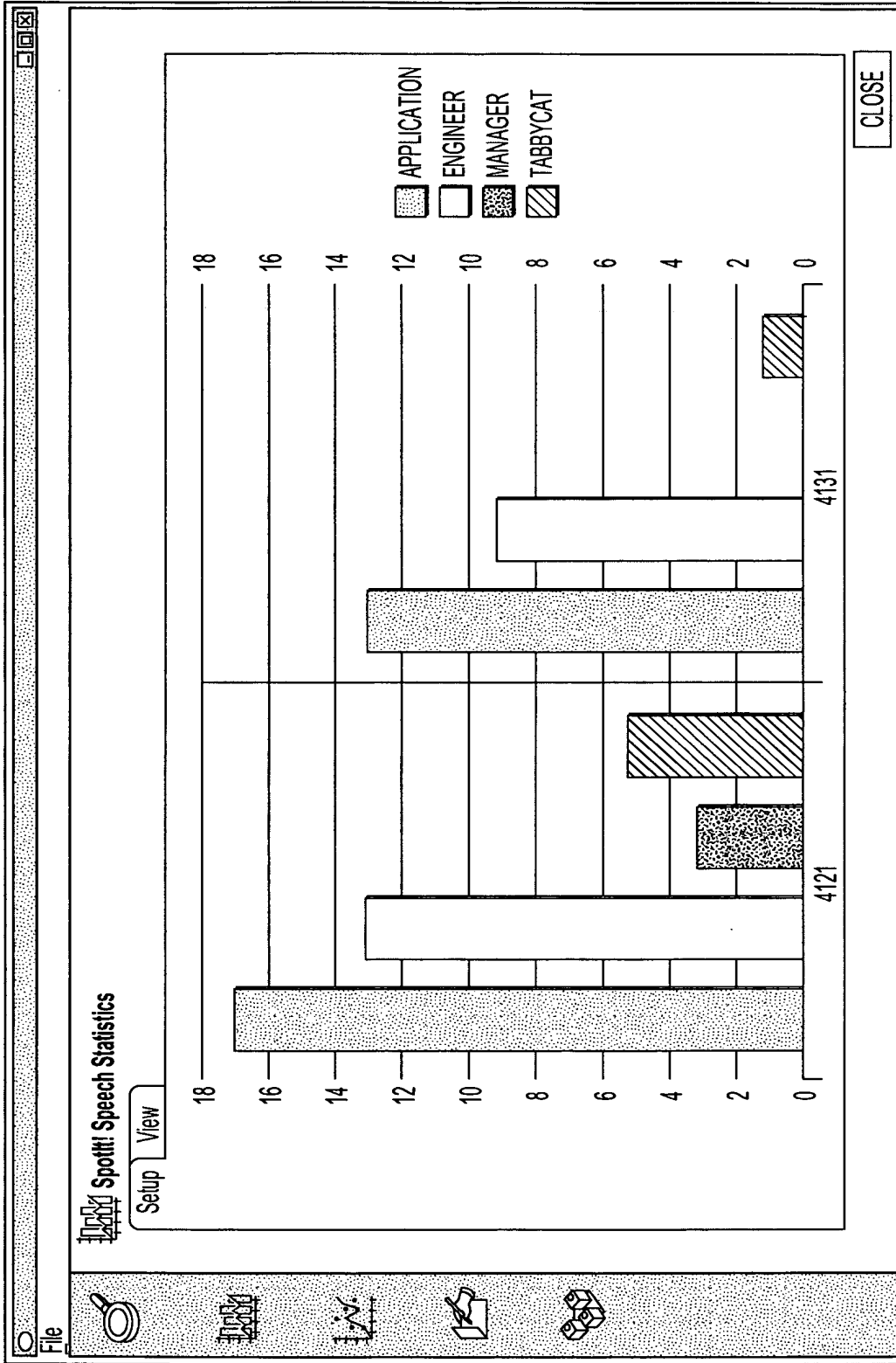



FIG. 15

Replacement Sheet

AppManager: Visitors Speech
File Help

 **Speech Reports**

Setup

Select Report:

Summary Drilldown Report
CallData Report
Channel Summary Report

Select Recorder:

msn@102100793

Report Criteria

Calls:

☐ All

☒ In the last:

☐ Starts on:

☐ Starts after:

☒ Starts before:

24 10/17/2002 10/17/2002 10/17/2002 11:53:12 PM 11:53:12 PM

Hours

Channel:

☒ All

☐ Channel:

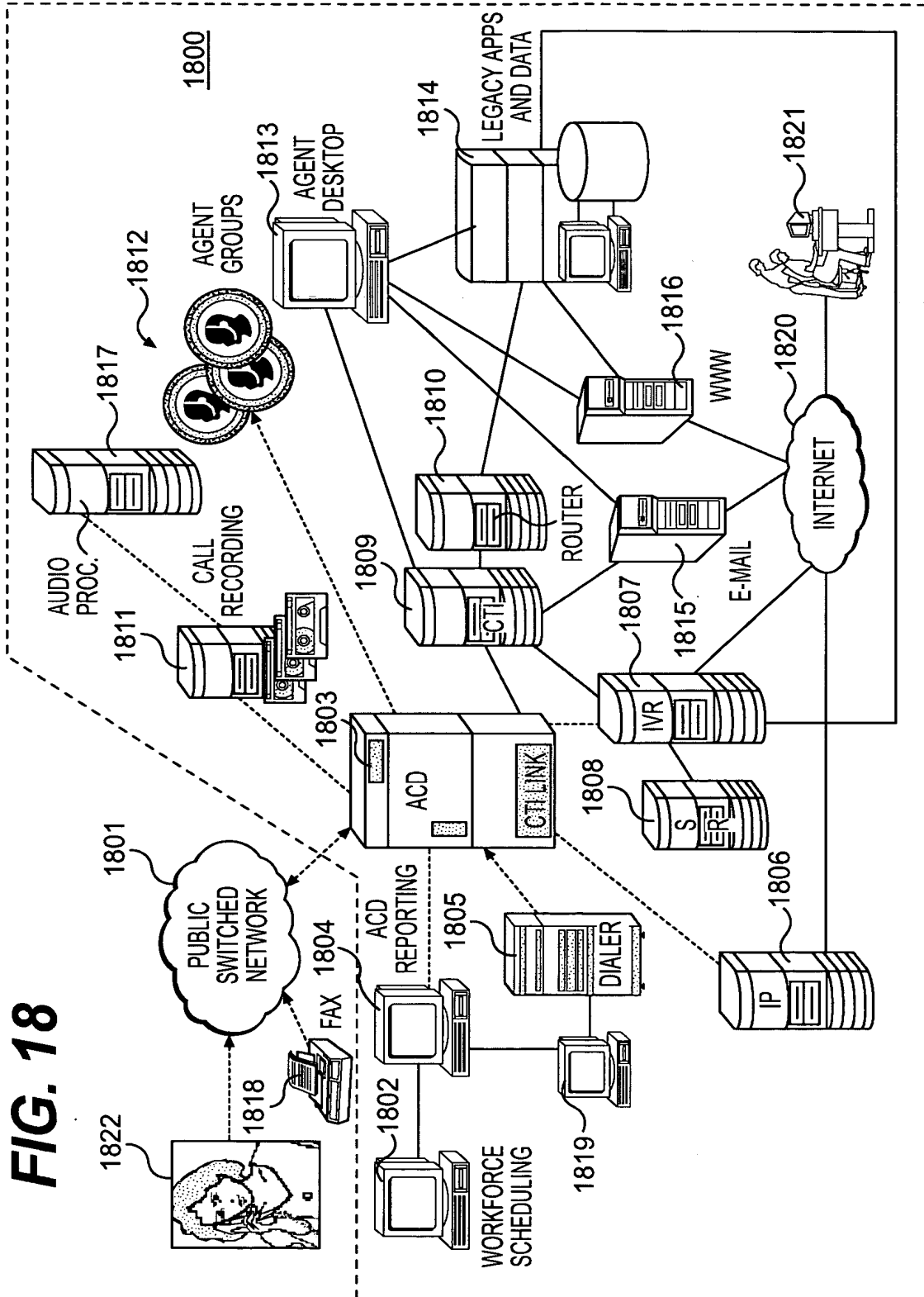
Run Report

FIG. 16

Replacement Sheet

Report Preview		Tx 100% 2 of 4		x	
Preview		-4120			
		SpotIT!		Page 2 of 4	
		Call Detail Report			
		10/13/2002			
Channel	Calls	Stats	Total	Score	
4121	?	11	28	36	
Call ID		Start Time		End Time	
500001		5/7/2002 4:10:50PM		5/7/2002 4:12:00PM	
		Statistic		Score	
		Proper Opening		1	
		DOB/Confirm 21		1	
		Where get numb		0	
		Name		1	
		Address		1	
		Telephone		0	
		Future Contact		1	
		Verify Info		1	
		Appropriate Hold		0	
		Conduct Survey		0	
		Thank Customer		1	
Call ID		Start Time		End Time	
500030		5/7/2002 4:10:50PM		5/7/2002 4:12:00PM	
		Statistic		Score	
		Proper Opening		1	
		DOB/Confirm 21		1	
		Where get numb		0	
		Name		0	
		Address		0	
		Telephone		0	
		Future Contact		0	
		Verify Info		0	
		Appropriate Hold		0	
		Conduct Survey		0	
		Thank Customer		0	
Call ID		Start Time		End Time	
500031		5/7/2002 4:10:50PM		5/7/2002 4:12:00PM	
		Statistic		Score	
		Proper Opening		1	
		DOB/Confirm 21		1	
		Where get numb		0	
		Name		0	
		Address		0	
		Telephone		0	
		Future Contact		0	
		Verify Info		0	
		Appropriate Hold		0	
		Conduct Survey		0	
		Thank Customer		0	

FIG. 17



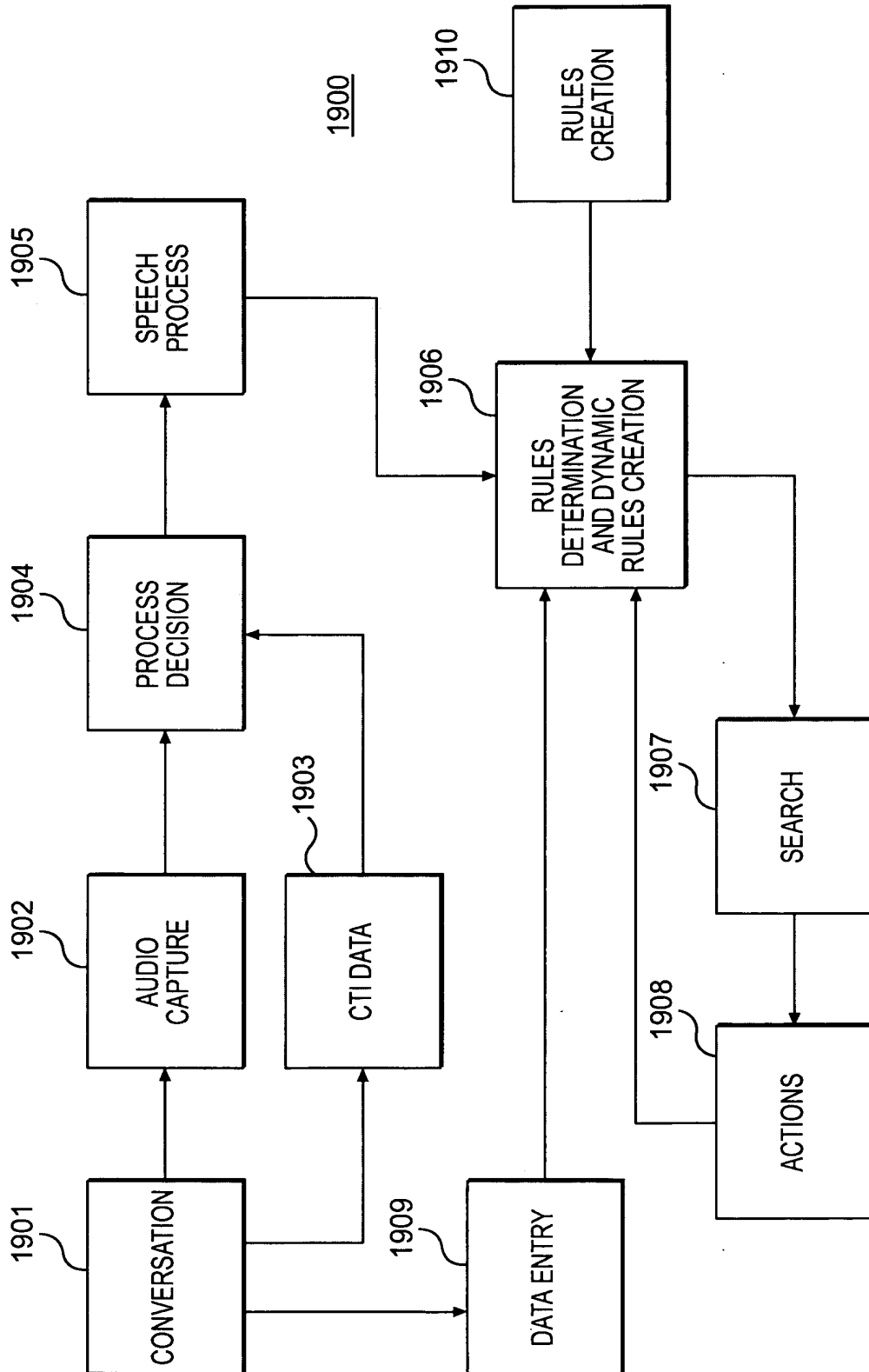


FIG. 19